

**IN THE CLAIMS**

1. (Currently amended) A method for creating and deploying a process-driven information system, said method comprising the following steps:
- (a) creating a process model comprising a plurality of elements in a process driven information system, said plurality of elements representing the work carried out by personnel in an organization, said model forming a component of a hierarchical arrangement of cross referenced processes;
  - (b) using this model to identify requirements for software application and information support components for said processes;
  - (c) finding or creating one or more software application and information ~~software~~ support components as support for said processes; and
  - (d) deploying the process-driven information system with said software application and information support ~~software~~ components accessible from designated elements in said processes, each element giving access to ~~an~~ the software application or information support component; and
  - (e) selection by a user of said process model displayed on a screen to access said software application and information ~~software~~ support components to direct the operation of said software application and information software support components; and wherein said plurality of elements of said process model are provided in a tool which uniquely identifies each of said plurality of elements and which maps each of said plurality of elements to an application and information in the form of one or more software components so as to allow user access from the process model displayed on the screen to the one or more software components.

2. (Previously Amended) A method according to claim 1 wherein said process model is part of a set of general purpose graphical business models.
3. (Previously Amended) A method according to claim 2 wherein said process model is accessible via a web browser.
4. (Canceled) A method according to claim 1 wherein said plurality of elements of said process model are provided in a tool which uniquely identifies each of said plurality of elements and which maps each of said plurality of elements to an application and information in the form of one or more software components.
5. (Currently Amended) A method according to claim 1 wherein said one or more software application and information ~~software~~ support components are in the form of arbitrary alternative web pages and/or web-based resources.
6. (Currently Amended) A method according to claim 1 wherein said software application and information ~~software~~ support components are accessed by the user selection of one or more of the process model elements displayed on a display screen.
7. (Previously Canceled) A method wherein the process model is illustrated on a display screen and the elements can be selected by any conventional PC based user control system.

8. (Previously Amended) A method according to claim 1 wherein said process model is used to educate users within an organization as to how the organization processes functions.
9. (New) A method according to claim 1 wherein said one or more software application and information support components are in the form of arbitrary alternative web pages or web-based resources.